



Washington State Auditor's Office

Troy Kelley

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Toll Collection System Performance Audit Joint Transportation Committee

October 16, 2014

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Tolling Performance Audit

- ***Washington's Tolling Program: Lessons Learned from Project Delays (August 2, 2013)***
- **Audit Objective** - What lessons can be learned from WSDOT's development and implementation of statewide all-electronic tolling?
- **What we found**
 - Pressure points magnified the project's challenges
 - Unclear management approach complicated an ambitious project

Tolling Performance Audit

- What we recommended
 - ❑ Secretary ensure roles, responsibilities, and decision-making authority are clear for projects managed by the Toll Division.
 - ❑ Assistant Secretary of the Toll Division establish policies and procedures to guide the development and implementation of tolling projects.
- WSDOT's response to our recommendations
 - ❑ Issued Executive Orders to clarify roles, responsibilities, and decision-making authority
 - ❑ Created a Program Management Organization to develop policies, procedures, tools and bests practices to manage Toll Division projects

Toll Collection System Performance Audit

❑ **Audit Scope**

- ❑ The state-wide customer service center and back office system that support WSDOT's state-wide all-electronic tolling program, and the financial reporting of toll transactions.

❑ **Audit Objectives**

- ❑ Determine whether WSDOT's toll collection system is accurately collecting, processing, and reporting toll transactions and if not, determine why not.
- ❑ Determine whether WSDOT's toll collection system is in compliance with the Office of the Chief Information Officer (OCIO) and Payment Card Industry (PCI) security standards, and if not, determine why not.

Next Steps

- We are hiring subject matter experts to assist us in conducting the audit.
- We expect our subject matter experts to begin work by early December 2014.
- We expect to publish our report by early fall 2015.

Questions?



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